



*It's Your Right*



*Patient's Bill of Rights and  
Responsibilities*

**PATIENT RIGHTS:** These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

1. You have the right to be respected as a person.
2. You have the right to good quality care and high professional standards that are continually maintained and reviewed.
3. You have the right to be informed of your rights at the earliest possible moment in your hospital stay. You also have the right to be informed of how to initiate a complaint concerning the quality of care you receive, and to know how that complaint is resolved. If you are dissatisfied with your care, please tell a nurse or other care provider that you would like to speak to the nurse in charge of your area. He/she will help to resolve your concerns. If you still are not satisfied with the response to your concern, ask to speak with the Nurse Manager or the Vice-President of Patient Care.
4. You have the right to medical and nursing services without discrimination based upon race, sex, sexual preference, or national origin or source of payment.
5. You have the right, upon request, to be given the name of your attending physician, the name(s) of other physician(s) directly participating in your care, and the names and functions of other health care providers that have direct contact with you.
6. You have the right to every consideration of your privacy concerning your medical care program. Care discussions, consultation, examination, and treatment are considered confidential and should be conducted discretely.
7. You have the right to have all records pertaining to your medical care treated as confidential and read only by people with a need to know. Information about a patient will be released only with permission from the patient, or if it is required by law.
8. You have the right to know what hospital rules and regulations apply to your conduct as a patient.
9. You have the right to expect emergency procedures to be implemented without unnecessary delay.
10. You have the right to access all information contained in your medical record within a reasonable time frame, unless for medical reasons, your attending physician specifically restricts access.
11. You have the right to information from your doctor in order to make informed decisions about your care. This means that you will be given information about your diagnosis, prognosis and different treatment choices. This information will be given in terms that you can understand, although, this may not be possible in an emergency.
12. You have the right to receive information necessary to give informed consent prior to the start of any procedure. The physician must obtain this consent except in emergencies.
13. If you are given the option to participate in research studies, you have the right to complete information regarding the program and may refuse to participate. If you chose

to participate, you have the right to stop at any time. Any refusal to participate in a research program will not affect your access to care.

14. You have the right to refuse any drugs, treatment, or procedures offered by the hospital, to the extent permitted by law, after hearing the medical consequences of your refusal of the drug, treatment or procedure.
15. You have the right to assistance in obtaining another physician's opinion at your request and own expense.
16. You have the right to expect good management techniques to be implemented within the hospital, considering effective use of your time and to avoid personal discomfort to you.
17. You have the right to appropriate pain management.
18. You have the right to formulate advance directives (for examples, living will and/or health care power of attorney) and to have those directives followed to the extent permitted by law.
19. When medically permissible, you may be transferred to another facility only after care and arrangements have been made with the other facility and you have been given complete information explaining your need for such a transfer.
20. You have the right to examine and receive a detailed explanation of your bill.
21. You have the right to information and counseling on the availability of known financial resources for your health care.
22. You have the right to expect that Wilkes Regional Medical Center will provide a mechanism whereby you are informed upon discharge of your continuing health care requirements and the means for meeting them.
23. You cannot be denied the right to access an individual or agency that is authorized to act on your behalf to assert or protect your rights under law. You have the right to have protective services contacted when you or your family members are concerned about safety.
24. You have the right to participate and make decision in your plan of care and to include family members in those decisions.
25. You have the right to personal privacy and to receive care in a safe and secure manner.
26. You have the right to be free from all forms of abuse or harassment.
27. You have the right to access information contained in your clinical records within a reasonable time frame.
28. You have the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff. When medically necessary, restraints may be used only as a last resort and in the least restrictive manner as possible to protect you or others from harm, and must be removed or ended at the earliest possible time.

29. You have the right to be given information in a manner that you can understand. A patient who does not speak English or is hearing- or speech- impaired has the right to an interpreter, when possible at no cost to the patient.
30. Medicare patients have the right to appeal decisions about your care to a local Peer Review Organization (PRO). The Facility will provide the name, address and phone number of the local PRO information about filing an appeal.
31. You have the right to see visitors of your choice.
32. You have the right to pastoral care and other spiritual services.
33. You have the right to have complaints about care resolved.
34. You or your family have the right to contact WRMC's Ethic Committee to ask for help about ethical issues, such as starting or stopping treatments to maintain life, differences of opinion or when advanced directives cannot be honored.

If you, your designated guardian, advocate or representative feel at any time your rights as a Wilkes Regional Medical Center Patient have been violated, please contact our Director of Performance Improvement at (336) 651-8103 or our Privacy Officer at (336) 651-8060.

## **PATIENT RESPONSIBILITIES**

Patients of Wilkes Regional Medical Center are requested to recognize and adhere to the following specific responsibilities relating to your hospitalization.

1. The hospital expects that you or your family will provide information about changes in your general health, past medical history, hospitalization, medication, and other matters relating to your health history in order to effectively treat your illness.
2. The hospital expects that you will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.
3. The hospital expects you to be considerate of other patients and hospital personnel, by assisting in the control of noise, and number of visitors in your room at one time.
4. The hospital expects you to treat others with respect and to respect the property of other patients and the property of the hospital itself.
5. The hospital expects you to follow the instructions of the physicians, nurses, and other specified hospital personnel. Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.
6. The hospital expects you to assume financial responsibility for services for which insurance does not pay.
7. The hospital expects that you will not consume alcohol, or drugs other than those prescribed during your hospital stay.
8. The hospital expects you to obey safety rules and regulations that have been explained to you.
9. The hospital expects you, or a designated family member or other legally responsible party, to sign all forms (after they have been fully explained) relating to your care.
10. The hospital expects you to follow facilities rules regarding smoking, noise and use of electrical equipment.